

MINUTES							
TIBURON & VILLAGE RESIDENTS ADVISORY COMMITTEE (TVRAC)							
TIME/ DATE	6 – 7 PM – TH Mar. 10 th 2022						
LOCATION	Bossier Central Library						
MISSION	Provide Resident driven representation to the Tiburon & Village HOA in an advisory role to streamline communication and facilitate future transitions between residents and both HOA administrators.						
I.	CALL TO ORDER: 1805					ACTION ITEMS	
II.	ROLL CALL						
Key: A=Absent, NA=Not applicable; P=Present, R=Resigned, Z=Zoom attendance, Strikethrough=member status inactive							
Meeting date→		2/10/22; 1 st meeting of '22	3/10/22	4/14/22	5/12/22	6/09/22	7/14/22
Total Members→		10	9				
Total Present→		7	5				
# Needed for Quorum→		6	5				
Tiburon							
Colbert, Kimberly - KC		P	A				
Cole, Amanda - AC		A					
Hickey, Patrick - PH		P	A				
Lewis, Stephen - SL		P	A				
Tice, Hilary - HT		P	P				
Village							
Berney, Bobby (Bob) - BB		A	Z				
Lambert, Lisa - LL		A	Z				
Pettengill, Sarah - SP		P	P				
Wise, Misty - MW		P	P				
Wissmiller, Kathryn (Kat) - KW		Z	A				
III.	APPROVE MINUTES	2/10/22 minutes were approved via an email vote on 2/15/22					
IV.	APPROVE AGENDA	Approved by affirmation					
V.	RECOGNITION OF GUESTS	Ryin Rader (RR); Joysaline Young (JY) – zoom attendance <ul style="list-style-type: none"> Guests were welcomed to the meeting and introduced themselves to the committee; RR mentioned he lives on St. Martin on the Village side and has been here 5-6 months; JY is on the Village side, has lived in the community for ~6 years and recently relocated to Longacre from Bandera. Carol Williams (CW) – absent					
VI.	UNFINISHED BUSINESS						

1. Door to door neighbor effort:* topic areas for discussion included in appendix

SP & HT gave a brief overview of the history of committee and this agenda item to the visitors present; this included that the goal of the RAC is to be the 'eyes & ears' of the community where community members can bring their concerns to RAC members who will bring these issues forward to the HOA or at meetings; the ultimate decision on issues discussed is the purview of the HOA; the community is being split into blocks where each RAC member will be a point person (captain) for their assigned block; Carol will be making communication cards for each member of the RAC which will be shared with affiliated community members in addition to posting information on Tiburon associated websites.

Comments made directed towards the specific agenda item were as follows: HT discussed that the items currently submitted by RAC members indicate a need to be flexible and cater to varying availabilities of the RAC members; SP suggested that we wait until the Apr. 2022 HOA meeting for RAC member introductions and where Carol can have a printout and post to the Tiburon websites the RAC's contact information; RAC members introduce themselves during the meeting & then move forward from there on how best to reach out to the community; HT supported this and added that this would give the RAC & HOA a chance to get a feel for what the community expects with regards to RAC introductions; SP inquired whether the RAC should come up with a list of questions to ask the residents to make the inquiry more specific rather than general; SP suggested the questions asked could include whether the community would feel comfortable with RAC members asking for contact information, what is the community's expectations of the RAC, indicate that the RAC is here to represent the community and advocate for what the majority deem as important; the RAC is here to facilitate/enhance communication between the residents and the HOA board; RR inquired whether Carol could obtain this information from the community and RAC members responded that this has been discussed previously and Carol is obtaining this information from new individuals moving into the neighborhood, as well as receiving copies of the covenants, but not retrospectively for residents currently living in the neighborhood; SP also mentioned that we could ask for names, addresses, phone numbers and emails on the sign in sheet for the HOA meeting; RR suggested that block captain information could be handed out as people sign in as well; LL suggested that a preference would be to have technology available to allow individuals to input their own data into a spreadsheet to decrease any errors occurring from having others input data later; HT mentioned that the contact information would be available if individuals would register at Tiburonbc.com but currently the majority of the community has not registered at this website; SP suggested that a request to register be placed on the new announcement sign; members took a moment to recognize SL's efforts in suggesting the implementation of the community sign and CW's efforts in getting the HOAs approval then obtaining and implementing the sign; SP also suggested that the RAC help CW switch out the announcement sign and members present agreed; LL offered to create a google form for the check in with a QR code or a link and residents could then go into the document that way

LL to develop an online form that residents can fill out personally that will be used to solicit contact information from residents attending the HOA meeting. This will be filled-out during check in at the HOA meeting. She will also work with CW to make paper copies available for use during the meeting as well.

HT to develop a list of questions about community expectations of RAC member door-to-door effort, which will be asked of individuals attending the Apr. HOA meeting.

If block assignments are finalized by the Apr. HOA meeting, CW to create a handout of RAC member information to disperse to individuals attending the HOA meeting.

during sign in; SP mentioned that paper forms should be available for non tech savvy individuals to fill out if needed and LL agreed that paper copies should be provided as well.

REPORTS

❖ Social Media: KW; KW was not present to make a report. HT reviewed several areas of the Tiburonbc.com website. The discussion included the following: RAC purpose & policies document & two unpublished pages that have been built related to the RAC; these include 1) a ‘RAC member information’ committee page and 2) a ‘contact the RAC’ contact form; the unpublished pages pull in information from what registered members put into their accounts; information shown on the committee page can be adjusted by end users by going to member settings, privacy tab and making adjustments in the ‘if I am listed in a leadership role...’ area; if errors exist on information pulled into the page then changes should be initiated from the end user; HT mentioned that CW is currently working on creating tiburonbc.com email accounts for RAC members and once those are created, users will have the ability to forward tiburonbc.com emails to an alternate account; HT then showed the ‘contact the RAC’ form and mentioned that once the block assignments are finalized then the ‘contact the RAC’ information can be updated to reflect actual assigned coverage areas; members in attendance supported the information contained in both of these unpublished areas and the use of these pages; members were okay with the RAC purpose and policies document being made public as well; HT then suggested adding QR codes to the announcement sign, suggesting the QR code should be big enough to allow people to scan it through their front windshields; therefore, the QR code would probably need to fill an entire 8.5”x11” sheet of paper; RR offered to help with QR generation since he pays for premium service already; HT suggested that the QR code contain a date or that something be used that will readily identify to the residents when new QR codes are changed; HT also suggested the use of a calendar to track the messages & QR codes being placed in the announcement sign and individuals signing up to change the sign – HT displayed an example calendar during the meeting; this should help coordinate the use of the sign by multiple RAC members and the HOA board; SP mentioned that QR codes could be used for food truck menus as well; members in attendance strongly supported the use of QR codes and a calendar for the sign; a discussion ensued on which day of the week would be better to set as a day for the messages and QR codes to be changed; among RAC members present, a consensus for Friday’s was chosen; however, CW’s input will be solicited before this is finalized; SP inquired whether the calendar could be posted as a private page on the Tiburonbc.com website; HT verified that a group for the RAC could be created which should allow pages to be made available to the RAC as a group only; SP then requested that the calendar be made available on the Tiburonbc.com website for RAC members to access and HT stated that she would attempt to post it.

RAC members currently unregistered at Tiburonbc.com are asked to register.

CW to create Tiburonbc.com email accounts for RAC members.

HT to open the RAC purpose & policies document to the community if approved by the HOA.

Once block assignments are finalized and if approved by the HOA, HT will update unpublished pages and make them available to the community.

HT to advocate to the HOA use of QR codes on the announcement sign. If approved, HT will work with RR & CW to generate QR codes for the sign.

	<p>HT to advocate to the HOA the use of a calendar for the announcement sign with messages being replaced on Friday's. If approved, then RAC members will access the calendar via the Tiburonbc.com website to sign up for changing the messages and viewing the calendar.</p>
<p>VIII. POTENTIAL PENDING/NEW BUSINESS</p>	
<p>1. Community comments & concerns*</p> <p>a) Incorporate these into the April 2022 HOA/Community meeting and/or should RAC/HOA address this earlier?</p> <p>b) Poll community on concerns and organize concerns into levels of priority?</p> <p>A brief discussion of this item was completed during the meeting; HT inquired about how the RAC could help address these concerns and if so, how should the RAC approach addressing items – such as creating a priority list after polling the community; members supported pausing on this issue and waiting until the Apr. HOA meeting to gather more information on the topic to determine how best to proceed; JY brought forward the issue of ATVs causing damage to property on the Village side and parking of vehicles on streets overnight and the members discussed these issues in more depth; SP mentioned that CW has shared with her that since the roads are public and not maintained by the HOA there is very little the HOA can do regarding overnight parking issues; SP recalled an incident where a vehicle was straddling the grass strip between the street and sidewalk (vehicle wheels on the street and sidewalk) and asked CW if this was allowed and CW shared that this was legal and the HOA did not have purview over this situation; LL confirmed that city ordinances only address parking if it blocks the sidewalk from pedestrians; SP also mentioned that the only thing that can be done with the ATVs is to call the police, the HOA does not have purview over this either and this will most likely be discussed at the Apr. HOA meeting.</p> <p>2. Discuss implementation of opening RAC meetings to community attendance</p>	<p>HT to draft a suggested agenda for the Apr. HOA meeting and share it electronically with CW and the RAC members. RAC members are asked to provide feedback and any suggestions made can be considered by the HOA for inclusion into the finalized agenda developed for the meeting.</p> <p>HT to discuss the seating of the RAC members & the use of AV equipment during the HOA meeting with CW.</p>

HT opened the discussion with a concern about being able to monitor comments from any community members attending via zoom as it would be difficult for one person to lead the meeting and monitor the chat; therefore, there should be someone dedicated to moderating the chat if this is used; HT mentioned the current meeting location can only accommodate 16 people but as an alternate the history center can accommodate 64 individuals; SP suggested that an attendance list be developed for a specified # of community members to sign up to attend and any communications that go out to the community about attendance include that the space currently being used by the RAC is free and does not incur an expense to the HOA but capacity is limited; HT questioned how to respond to residents asking to attend via zoom; RR confirmed the limitations of using a free zoom account if more than 3 community members attend via zoom and suggested the use of Facebook live and having someone monitor the chat feed; SP mentioned this would also limit individuals ability to intervene in the meeting inappropriately; SP suggested that SL be asked if he would be interested in monitoring/moderating a Facebook Live feed; HT inquired whether SL is familiar with Facebook Live; RR offered to moderate the Facebook Live feeds; HT voiced concern that RR is not yet an official member and that this task should probably be filled by an official RAC member; SP suggested that a vote be sent to RAC members soliciting their preferences on using Facebook Live and when it should be started; SP felt strongly about keeping the in-person attendance option available for individuals who are not interested in attending virtually; SP suggested asking residents of their interest in attending RAC meetings at the Apr. HOA meeting; HT felt that it will take a few meetings to gain a true understanding of the size of the room that will be needed to accommodate in-person attendance; RR offered to provide education on using Facebook Live to anyone interested; RR also mentioned that Facebook alerts individuals when pages are made live (if they have signed up for the feature).

3. **Open forum:** SP asked if the RAC should submit some suggestions on the agenda for the Apr. HOA meeting; HT mentioned that some suggestions had been included in a previous agenda and there was very little interest made by members to become involved but she would be willing to resubmit something to the HOA if members are interested; SP also asked that a suggestion be made to the HOA to utilize AV equipment at the meeting to allow the agenda to be displayed at the meeting so residents can follow along; HT was unsure if a projector and laptop would be available for use and thought this was a good idea but would most likely incur added expenses; HT suggested putting a draft agenda together and sharing a link with RAC members so that everyone can comment and make suggestions, which can then be shared with CW & the HOA; however, the HOA will have the final say in what is incorporated into the finalized agenda; SP also mentioned that she has advocated to CW that RAC members not sit at the front of the room at the panel table during the HOA meeting and instead be dispersed amongst the residents to better signify the RACs role as representatives of the community and not the HOA; HT suggested that maybe the RAC members be available at the front of the room until introductions are completed and then can disperse amongst the

HT to see if SL would be willing to monitor/moderate a FaceBook Live feed if used for meetings.

HT to post a vote for the RAC members to determine if they are interested in using Facebook Live during meetings and when they want to start it.

HT to advocate to CW that the residents be asked of their interest in attending RAC meetings during the Apr. HOA meeting.

	community afterwards; SP asked whether the next RAC meeting should be held before the Apr. HOA meeting; the consensus amongst members was that email communication should suffice to address any potential issues related to the HOA meeting before that meeting occurs while keeping the 4/14 RAC meeting in place will allow the RAC the ability to quickly address items brought up during the HOA meeting that are pertinent to our group.	
IX.	ANNOUNCEMENTS/AGENDA SOLICITATIONS	**Future Meeting Dates 2022: Apr. 14, May 12**
X.	ADJOURN: 1908; motioned by SP, seconded by MW	
Key: * = see appendix; Attachment(s): 0		

Appendix:

The following comments/concerns have been submitted by community members for review & discussion by the RAC

Submitted 12/2021 & 1/14/22:

Covenant enforcement: a few community members have voiced concerns through RAC representatives pertaining to perceptions of how enforcement of covenants is being handled. Community members have voiced that there doesn't seem to be consistency in either applying enforcement to all areas of the covenants or in holding all residents to the same standards. Some examples shared include: trash cans being left out longer than what is allowed in the covenants, parking of trailers and RVs, and landscaping issues.

Submitted neighborhood visit implementation strategies; tabled until 03/10/2022 meeting

Person submitting	LL	SP	HT
Comments made	<p>I think there needs to be some choice in what each member does as people have different comfort levels with social interactions. Here are my suggestions.</p> <p>Door to Door is great ~ There needs to be some way for us to be identifiable to our block members. Flyers can be left when no one is home.</p> <p>"Block" Party meet and greet in the RAC members front yard.</p> <p>Monthly "office hours" where neighbors could contact block captains via zoom, or other electronic means to express concerns or ask questions.</p>	<ol style="list-style-type: none"> 1) post a letter on each resident's door with contact information and encourage to reach out. 2) in said letter, offer a block meet and greet that is COVID responsible. not a block party, but a meet and greet where you can gather resident information. 3) go door-to-door. Post on social media and have email sent giving residents a heads up of us coming 4) office send out an email with each member's contact information and which areas they represent and encourage residents to reach out. 5) I don't think we will be able to get contact information for everyone, but a majority. 	<ol style="list-style-type: none"> 1)Before door-to-door visits occur, hold a RAC group meet & greet with the community at the front entrance in conjunction with a Food Truck night; could try to get input from the community on their preferences & interest in individual door to door visits +/- survey responses at that time 2)Each RAC member could hold an individual group meeting with their assigned block either via zoom or at the Tiburon Office or Bossier Library History center conference room with zoom as an option; KW?, RAC chair?, others with zoom experience? could help schedule and facilitate zoom meetings with block advisors/captains; during the meeting, block advisors/captains could request that the residents complete the survey questions posted to HOASpace &/or FaceBook, either on paper or electronically and submit them to the RAC block advisors/captain to compile and send to KW.

RAC previous discussion on questions to include in neighborhood visits; tabled until 03/10/2022 meeting

Questions 1 thru 14 below are the last submitted list of questions the RAC discussed to include in the neighborhood visits. During the time this discussion took place between 7/23/21 – 7/27/21 there were 9 out of 12 positions filled since the committee lost 3 members quickly. Out of these 9 members, six members made comments, other than clarification comments, pertaining to the project. A 4th person resigned minutes before the August 12th meeting started but they did not make any comments related to this project. Most members who took part in the discussion felt that questions 11-14 may be too intrusive to ask during an introductory meeting. They felt that if questions 11-14 were included then they should be presented as optional. Members also felt that including questions about potential HOA dues' increase should be held until the RAC members can establish rapport with the community. A survey could be sent to the community about HOA dues increases later.

KW stated the following with regards to generating and compiling information for a spreadsheet. "Once we decide and agree on information to include or not to include I will add it to a Excel Spreadsheet and send everyone a copy. Once everyone gets the information for their zone/AOR/block they can email it to me and I will compile the complete list of all residents from both sides so we have a working database (I will add tabs between Tiburon and Village) and then send it back. If it is easier for Carol I can compile the list in Google Docs when complete so that it is a real-time working copy, I also do not mind continuing to keep up with the database going forward."

1. Last Name (self-explanatory)
2. First Name (self-explanatory)
3. Email Address (self-explanatory)
4. Phone Number (self-explanatory)
5. Own or Rent (Yes or No)
 - Owners Information (
6. Social Media (Yes or No)
7. Registered with HOA Space (Yes or No)
8. Form of Communication (social media, email, newsletter or multiple --- we might want to be careful with the advertisement of a newsletter to all though because printing can incur an additional cost)
9. Copy of HOA Covenants (Yes or No)
10. Front Office Number (Are they aware of the number to contact the front office)
11. Do you have children/ages
12. Birthday (doesn't have to be dd/mm/yy if they aren't comfortable giving that information can just be month... I'd like to start showing appreciation and doing monthly birthdays shoutouts on all the communication channels?)
13. Military (I know Carol had expressed making Tiburon a more military friendly community and possibly doing welcome home posts/signs for deployed members. Not to mention it would be beneficial information to know if a spouse deploys and the left behind spouse is needing assistance)
14. Number of occupants (this can become beneficial when trying to clean up the FB Page because all members will have to be cross referenced with the Assessors page and if only 1 person is on the deed but the spouse or other adults residing in the home request to be on the page we can quickly reference our spreadsheet)

Other comments/decisions discussed:

Request that Carol send an email out to the residents shortly before visits occur.

Produce contact/push cards (size of a business card) to hand out during visits; these can include names of HOA members on the front or back with contact information and then members of the RAC on the opposite side. Cards handed out on Tiburon side will list Tiburon RAC members while those handed out on the Village side will list Village RAC members. These cards can/should contain information on accessing the covenants.

Websites that the HOA/RAC determine will be the official websites for the community should be included on the contact/push cards.